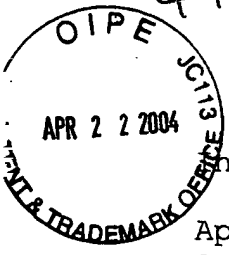


3626



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of

Applicant : S. M. Jordan, et al.
Serial No. : 09/632,341
Filed : 3 Aug 2000

Examiner : Rachel L. Porter
Group : 3626

Entitled : System and Method for Measuring and Managing
Performance in an Information Technology
Organization
Docket No. : END920000041US1

Commissioner For Patents
P. O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF MAILING UNDER 37 CFR 1.8(a)

I hereby certify that the following attached correspondence
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Amendment/Response Transmittal
Amendment

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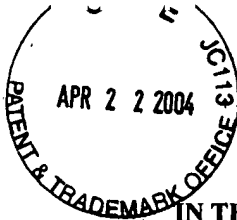
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Amendment/Response Transmittal

In Re Application of

Applicant : S. M. Jordan, et al.
Serial No. : 09/632,341
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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith for filing is an **Amendment/Response** in the above-identified Application.

- ☒ No additional fee is required.
☐ The fee has been calculated as shown below:

(Col. 1)	(Col.2)	(Col.3)	Other Than Small Entity	
CLAIMS REMAINING AFTER AMENDMENT	HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL * _____	MINUS** _____	= _____		
INDEPENDENT * _____	MINUS*** _____	= _____	X \$18.00 =	\$ _____
_____ FIRST PRESENTATION OF MULTIPLE DEPENDENT			X \$84.00 =	\$ _____
			\$ _____	

TOTAL

- ☐ Please charge IBM Corp. Deposit Account No. **09-0457** in the amount of \$ _____. A duplicate copy of this sheet is enclosed.
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to IBM Corp. Deposit Account No. **09-0457**. A duplicate copy of this sheet is enclosed.
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Name of person mailing paper: Judith A. Beckstrand

Signature Judith A. Beckstrand Date 20 Apr 2004

Respectfully submitted,

S. M. Jordan, et al.

By:

Shelley M Beckstrand

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Owego, NY 13827-1616

Date: 19 April 2004

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Re Application of

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Docket No. : END920000041US1

AMENDMENT

Honorable Commissioner
for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

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Responsive to the Office action of 21 Jan 2004, please
amend the above-identified application as follows: